Telephone facility in the Villages of Mainpuri

†3830. SHRI VIJAY SINGH YADAV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether telephone facility has been provided in all the villages of Mainpuri district during the last two years;

(b) the number of villages where the work relating to laying of telephone lines and providing telephone connections was planned to be completed during the year 1999-2000 and 2000-2001; and

(c) whether the telephone connections have been provided as per the plan; if so, the details of the villages provided with telephone connections alongwith the villages where the connections arc yet to be provided?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) No, Sir.

(b) 98 and 175 Village Public Telephones were planned and provided during the year 1999-2000 and 2000-01 respectively.

(c) Yes, Sir. 1120 villages out of 1380 have been provided with telephone facilities as on 31.3.2002. The remaining 260 villages are planned to be provided with telephone connections by June, 2002.

Poor Services of 197 and 198 in Mainpuri

†3831. SHRI MUNAVVAR HASAN: SHRI VIJAY SINGH YADAV:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government arc aware of the fact that services with regard to 197 and 198 in Mainpuri Telephone Exchange are in a

†Original notice of the Question was received in Hindi.

very bad situation due to non-availability of operations on the line and common people are facing problems as a result thereof;

(b) what measures have been taken/are being taken for improving the situation in this regard;

(c) if not, the details of the resources used by the region for assessment of situation; and

(d) the action taken by the official posted at Mainpuri and if not, what action Government are taking against the highest officer (TDM) there?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) Sir, '197' and '198' services of Mainpuri Telecom Exchange are working satisfactorily.

(b) To make the service more efficient, action has been taken to computerize 197 service and Interactive Voice Response System has been installed for booking the telephone complaints from the public.

(c) and (d) Do not arise in view of (a) and (b) above.

Complaint against the officials of Mainpuri Exchange

†3832. SHRI VIJAY SINGH YADAV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to stale:

(a) the details of the miscellaneous complaints including complaints of favouritism and bribery and other serious complaints registered/ received during the years 1999, 2000, 2001 and 2002 against the officials and the staff under the Mainpuri Telephone Exchange, and other telephone exchanges attached to it;

(b) the action taken/being taken on the complaints of corruption and favouritism;

(c) the time taken to rectify the faults;

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